Genius Bar & Forum NSO Mentor

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Overview

The Genius Bar & Forum NSO Mentor Program is designed to enable the creation of a strong and consistent Genius Bar & Forum foundation during the opening of our new stores, remodels and relocations. This program offers a significant developmental experience for participants where each Genius Bar & Forum NSO Mentor plays an instrumental role in propelling the culture of Apple Retail.

Responsibilities

- Setting new and remodeled stores to current standards
- Training new store teams on newest initiatives
- Coaching existing teams on proper execution of programs and processes
- Maintaining current standards in your home store and market

Time commitment

- 1-2 days of dedicated or on-the-job training
- 3-10 days per NSO event
- 1-4 events per year (event assignment is not guaranteed and dependent upon need and availability)

Eligibility and Submission Process

Eligibility

This program is open to Leadership and Genius Bar Leads who:

- Demonstrate success in Apple Retail, with at least one year in the Genius Bar
- Can commit at least 1 year to the program
- Excel in Genius Bar knowledge and process
- Have an ability to educate and mentor others in the Genius Bar
- Have not been issued a misconduct or attendance in the last 6 months and are not currently on documented coaching.

Ideal Candidate

- Is viewed as a leader in their store and market
- Has demonstrated success driving results through their team
- Exceptional knowledge of current Genius Bar & Forum programs and processes
- Passion to maintain and help establish Genius Bar & Forum standards
- Displays leadership and enthusiasm in building team unity and morale
- Can facilitate group training for new Genius Bar & Forum processes and programs
- Can communicate with tenured and new store employees, store leadership and Global Retail Support
- Can travel locally or internationally 1-2 weeks at a time, 1-4 times per year

Note: Nominees for this program should not strictly be top performing or tenured leads, but employees who embody the previously listed qualifications with a well documented history of delivering results.

Competencies

- Action Oriented
- Approachability
- Delegation
- Informing
- Managing and Measuring Work
- Presentation Skills
- Dealing with Ambiguity
- Composure
- Problem Solving
- Listening
- Interpersonal Communication
- Managing Vision and Purpose

Submission Process

After having a discussion with your Store Leader and Market Leader to determine your eligibility and receive all necessary recommendations, follow the submission process as outlined below:

1. Create a one-page professional bio or resumé and include your Store Leader's name.
2. Complete an Availability Form (located in RetailMe Materials>People>Market and NSO Mentors)
3. Have your Store Leader or a Senior Manager submit your information on the ce.apple.com site and make sure they attach one file that includes both your bio/resumé and availability form.

Frequently Asked Questions

How much of my time will be spent on program responsibilities?

Two days for training. 3-10 days per NSO depending on needs of the business. Typically, no more than 1 NSO per quarter. Typically, no more than 4 NSOs per year. (Mentors are not guaranteed an NSO assignment which is dependent on business need and availability)

Will I work in my store during the program?

Yes. The majority of your time will continue to be within your store in your current position.

What happens after I complete the submission process?

Once all items required in the submission process have been received:

- A member of the Global Retail Support team will screen your submission.
- Global Retail Support will communicate with you and your Store Leader whether you will be moving forward in the selection process via email.

Will interviews be conducted? Who will be interviewing me?

Interviews will be conducted over the phone by members of the Service Operations team. Due to the high level of interest in the program, there is no guarantee that all candidates will be selected for an interview.

What if I am not selected for the program?

Candidates who are not selected for the program will be eligible for future Genius Bar & Forum NSO Mentor programs, provided they meet eligibility requirements.

Will I receive feedback on my performance as a Genius Bar & Forum NSO Mentor?

Yes. You will receive feedback from the Global Retail Support team while functioning as a Genius Bar & Forum NSO Mentor. Feedback on your performance will also be provided to your Store Leader and Market Leader and Ownership & Service Operations Field Leader to incorporate into your annual review.